

**Office of Science (SC) Customer Information Advisory Group (CIAG)
Meeting Summary
September 11, 2002**

Agenda

- Review of Previous Action Items (Rice)
- Support Center Items (Baker)
- Followup on Photoshop Licensing (Griffin)
- FY 2003 – 2007 SC IM Strategic Plan (Griffin)

Action Items

Previous Action Times	Status
None	

New Actions from the September 11 Meeting	Assigned To
Verify and provide Ted Griffin final feedback on the list of Photoshop users in the CIAG members' organization.	CIAG
Provide CIAG members not in attendance with copies of the Strategic Plan	Rice
Send e-mail to SC users announcing elimination of local data backup service and instructions for moving local data to network drives.	Griffin/Rice
Talk to Bill Valdez about content support to the SC-1 Homepage before discussing it with Decker/Johnson.	Griffin

Support Center Items (B. Baker)

The Exchange User list was reviewed with no actions.

Pilot testing of Office XP is nearing completion. No significant issues have been identified by pilot participants and Office XP is scheduled for roll out in late September.

Local data backup is no longer a supported service. SCSC will send an email to users with instructions on moving local data to network drives.

Photoshop Licensing (T. Griffin)

SC-65 is working to ensure the legality of all software packages in the standard suite provided to users. CIAG members were provided the updated list of Photoshop users in their organization and asked to validate and finalize that the users listed do have a requirement for Photoshop.

FY 2003 – 2007 SC IM Strategic Plan (T Griffin)

Ted Griffin presented CIAG members with the final Strategic Plan Update FY 2003 – 2007 for Information Management in the Office of Science. He reviewed background information on how the plan was developed and projects prioritized. The next step in the process is the FY 2003 Operating Plan, which is underway and will be finalized the last week of September.

Dr. Decker and Dr. Johnson asked for SC-65 recommendations on chargeback items and business process reengineering. Items such as permanently assigned Blackberries and mobile phones are already charged back; Griffin will recommend that hardware/software review and acquisition be added to the list of chargeback items. The Executive Steering Committee did not rank the hardware loaner pool and SC-1Hhomepage support as high priorities

and they are not included in the Strategic Plan. These could also be candidate chargeback items; however, administration of this could be difficult, so Griffin will recommend to the Front Office that these projects be reinstated. Peggy Burris asked him to talk to Bill Valdez before making that recommendation for SC-1 Homepage support. Ted will also recommend that business process reengineering be built into the front end of project development.

Proposed 9/18/2002 Meeting Agenda

- Review of Previous Action Items (Rice)
- Support Center Items (Baker)

Meeting Attendees

Name	Organization	Contact Information	
Rice-Exec. Sec	Pat	SC-65	3-4556
Baker	Brent	SC-65	3-2345
Burris	Peggy	SC-5	202-586-7265
Buswell	Steve	SC-7	6-9741
Flynn	Kelly	SC-65	3-3193
Forsythe	Todd	SC-65	3-6409
Griffin	Ted	SC-65	3-4602
Hanlin	Cathy	SC-23	3-1965
Heneghan	John	SC-65	3-1888
Hiegel	Jane	SC-31	3-5800
Miller	Caryle	SC-82	3-8434
Murphy	Carolyn	SC-1	6-9776
Nunez-Mattocks	Aracely	SC-62	
Sier	Donna	SC-22	3-4360
Stodolsky	Marvin	SC-72	3-4475